Appendix B: Use Interactive Voice Response (IVR) to Verify Eligibility:

Shortcut

Client Eligibility

1-800-562-3022

Enter 1, 5, 5

What will I hear?

The IVR will play only the information specific to the client. The types of information available are:

- Services Card ID number
- Program medical coverage (i.e. CNP)
- Managed care plan name
- Medicare Parts A-D
- Private insurance
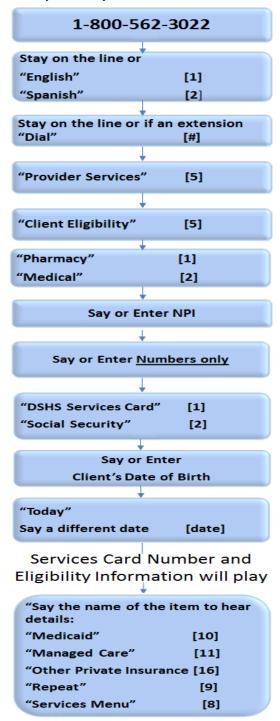- Hospice
- Long term care
- Provider restrictions

More details are available for each of the above such as begin and end dates, as well as contact names and phone numbers.

After hearing the list, say one of the items below, or enter the numbers in brackets.

- "Medicaid"   [10]
- "Managed Care"   [11]
- "Medicare Part A"   [12]
- "Medicare Part B"   [13]
- "Medicare Part D"   [15]
- "Private Insurance"   [16]
- "Hospice"   [17]
- "Long Term Care"   [18]
- "Restrictions"   [19]

How

The ProviderOne IVR accepts voice responses or keypad entries, indicated by brackets [ ]. You can key ahead anytime.

1-800-562-3022

Stay on the line or
"English"   [1]
"Spanish"   [2]

Stay on the line or if an extension
"Dial"   [#]

"Provider Services"   [5]

"Client Eligibility" [5]

"Pharmacy"   [1]
"Medical"   [2]

Say or Enter NPI

Say or Enter Numbers only

"DSHS Services Card" [1]
"Social Security"   [2]

Say or Enter
Client's Date of Birth

"Today"
Say a different date   [date]

Services Card Number and Eligibility Information will play

"Say the name of the item to hear details:
"Medicaid"   [10]
"Managed Care"   [11]
"Other Private Insurance [16]
"Repeat"   [9]
"Services Menu"   [8]

Every effort has been made to ensure this guide's accuracy. However, in the unlikely event of an actual or apparent conflict between this document and an Agency rule, the Agency rule controls.

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